

# WELCOME & Housekeeping Notes

- ★ Please keep your **phone muted**
- ★ Presentation slides are located on the webpage and can be downloaded.  
[www.vdh.virginia.gov/mrc/orientation](http://www.vdh.virginia.gov/mrc/orientation)
- ★ Please enter questions in the chat box and we will answer them at the end of the presentation

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# Medical Reserve Corps Volunteer Orientation

Jennifer Freeland

State Volunteer Coordinator

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# What will you learn this today?

- ★ Understand MRC purpose and mission
- ★ Overview of public health and emergency response related to COVID-19
- ★ Understand volunteer roles, responsibilities and protocols
- ★ Understand volunteer & training systems
- ★ Next steps

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# MRC History & Facts

- After 9-11, a surge of  
    **“What can I do to help?”**
- Emergency System of the Advance Registration of Health Care Professionals
- MRC National program is housed in the Department of Health of Human Services, Assistant Secretary for Preparedness and Response’s Office of Emergency Management

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# What is MRC?

The Virginia MRC Program is an entity of Virginia Department of Health. Sponsored by the Office of Emergency Preparedness and each local health district.

In Virginia, supported with grants CDC's Public Health Emergency Preparedness, ASPR's Hospital Preparedness, NACCHO and localities.

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# VA MRC Mission

Community volunteers prepared to support ongoing public health initiatives and emergencies in localities throughout Virginia.



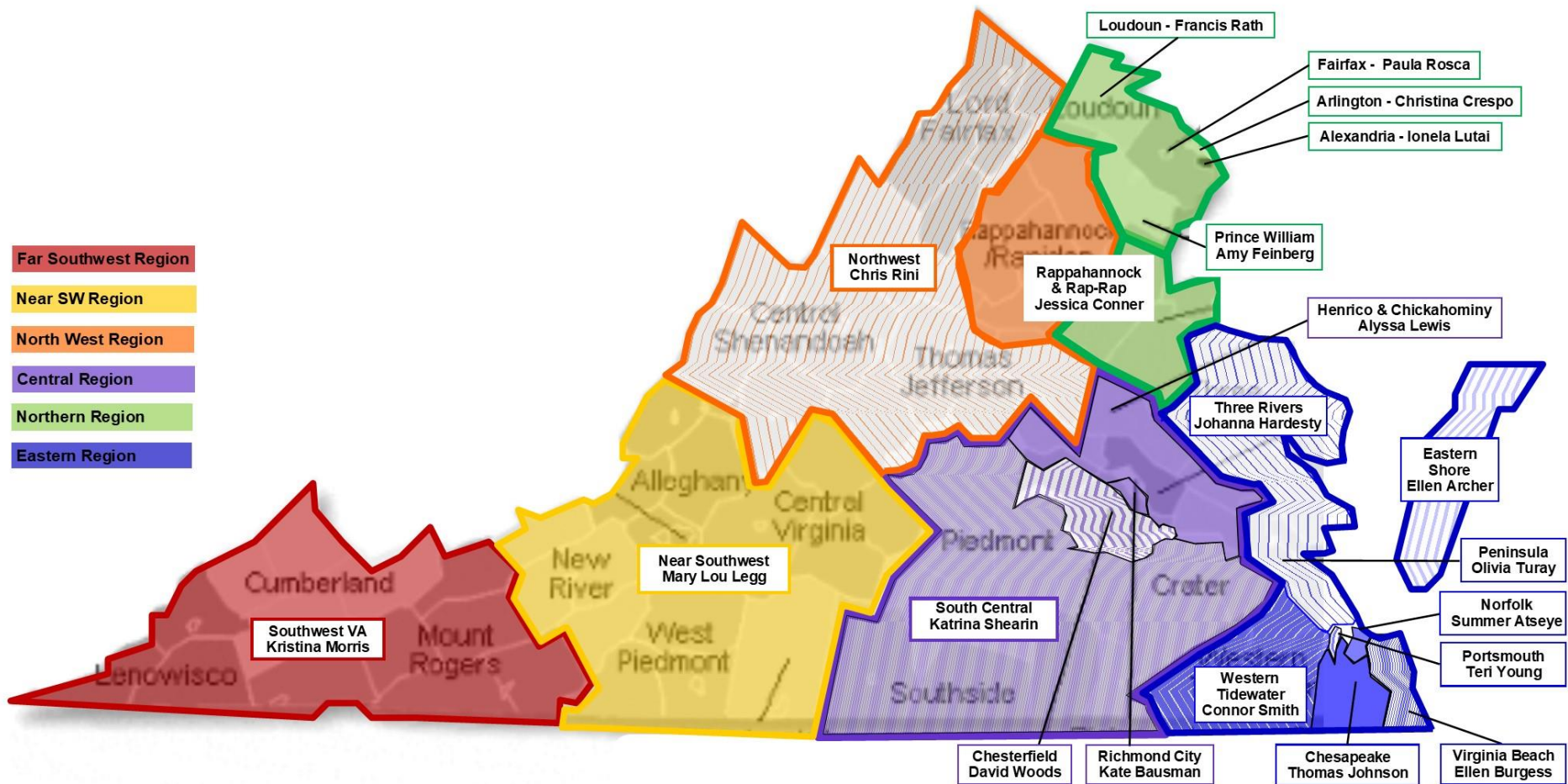
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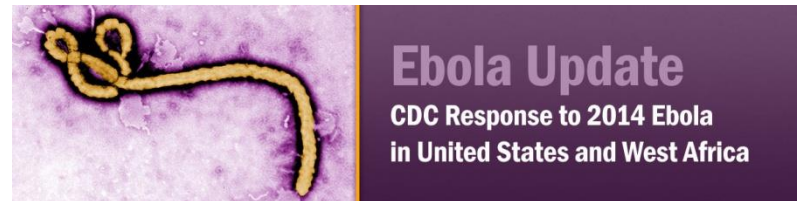
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# Who is your coordinator?



# Declared Public Health Emergencies

- ★ Pandemic (H1N1) 2009-10
- ★ Ebola Virus Disease
- ★ Zika Virus Disease 2016 – 17
- ★ Opioid / Addiction 2016 -



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# Public Health in Emergencies

- ★ Coordinates medical, public health, mental health, and emergency medical services
- ★ Conducts active disease surveillance and investigations
- ★ Establishes procedures for mass or mobile clinics for prophylaxis, vaccination and pharmaceuticals
- ★ Support mass care/shelter operations (medical special needs)

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# COVID-19 Timeline

- ★ December 2019 – Detected in China
- ★ March 7<sup>th</sup> – 1<sup>st</sup> VA Case
- ★ March 11<sup>th</sup> – WHO Pandemic
- ★ March 12<sup>th</sup> – State of Emergency
- ★ March 30<sup>th</sup> – Stay Home Order

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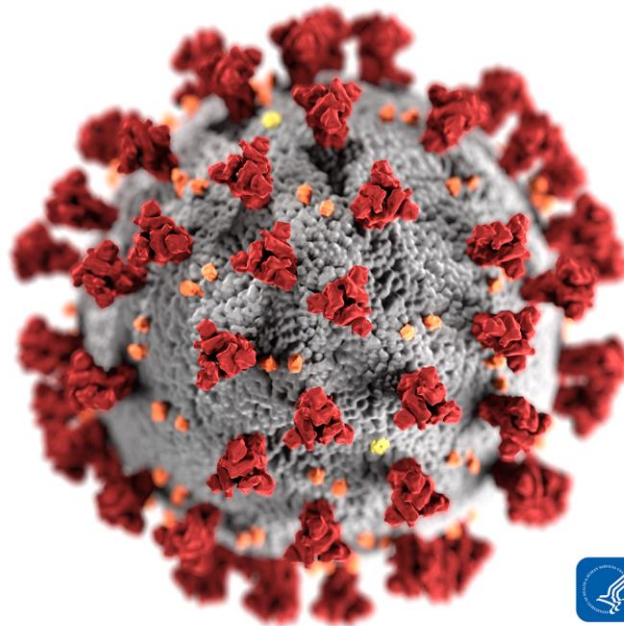


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# COVID-19 Information

VDH Website

[http://www.vdh.virginia.gov  
/coronavirus/](http://www.vdh.virginia.gov/coronavirus/)



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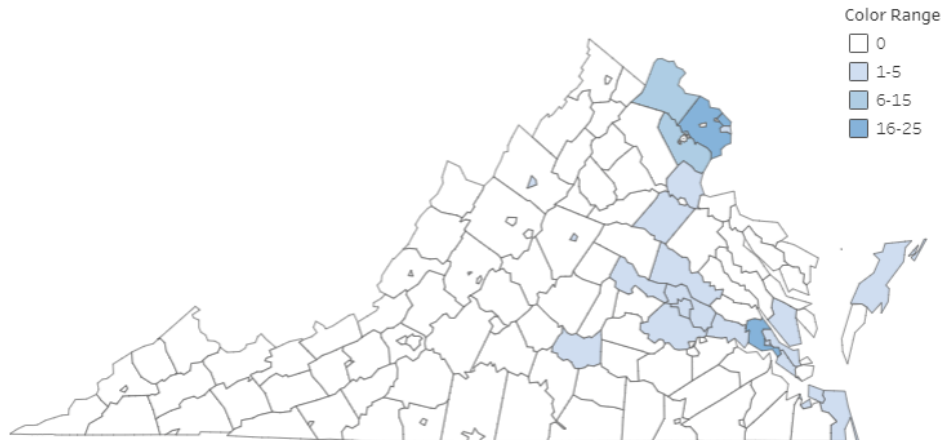
# VA COVID-19 Saturday

## COVID-19 Cases in Virginia

Number of People Tested^	Cases*	Hospitalized	Deaths
2,325	114	20	2

### Cases\* by Locality

Click a locality to highlight case information in the chart below. Click anywhere on the map to reset it.



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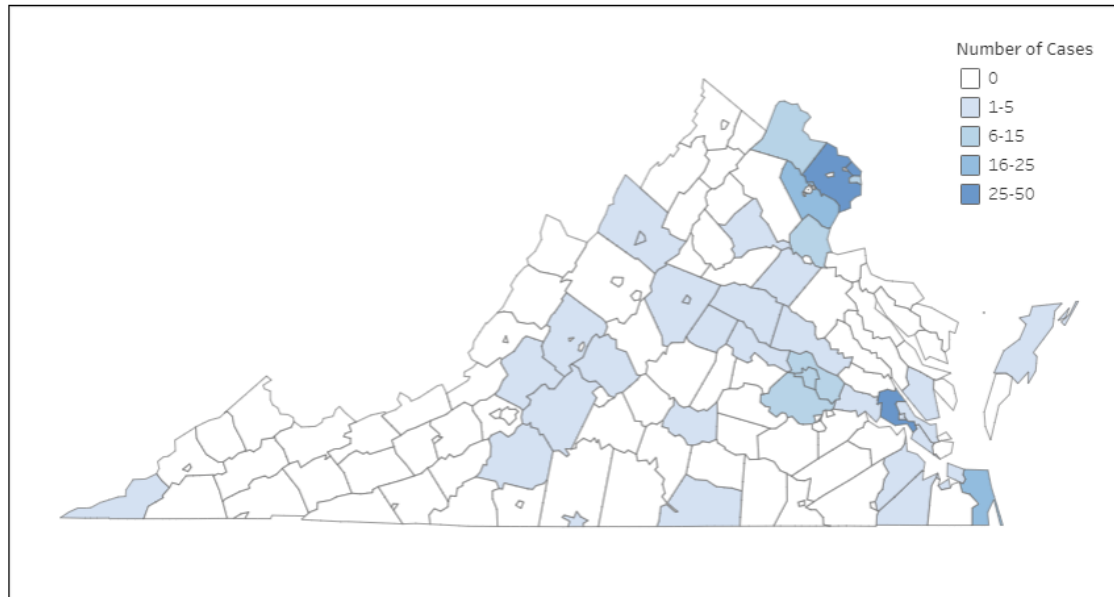
Data is from March 20, 2020

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# VA COVID-19 Tuesday

## COVID-19 Cases in Virginia

Number of People Tested^	Cases*	Hospitalizations	Deaths
3,697	254	38	6



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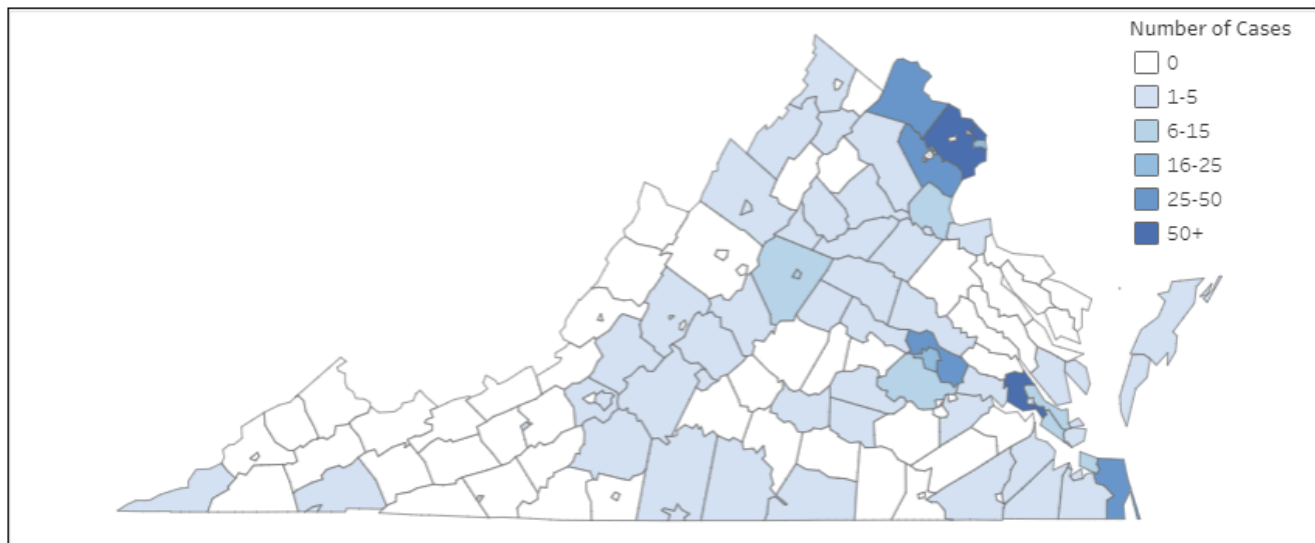
Data is from March 23, 2020

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# VA COVID-19 Friday

## COVID-19 Cases in Virginia

Number of People Tested^	Total Cases*	Total Hospitalizations	Total Deaths
7,337	604	83	14



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Data is from March 23, 2020

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# VA COVID-19 TODAY

## COVID-19 Cases in Virginia

Number of People  
Tested^

**13,401**

Total  
Cases\*

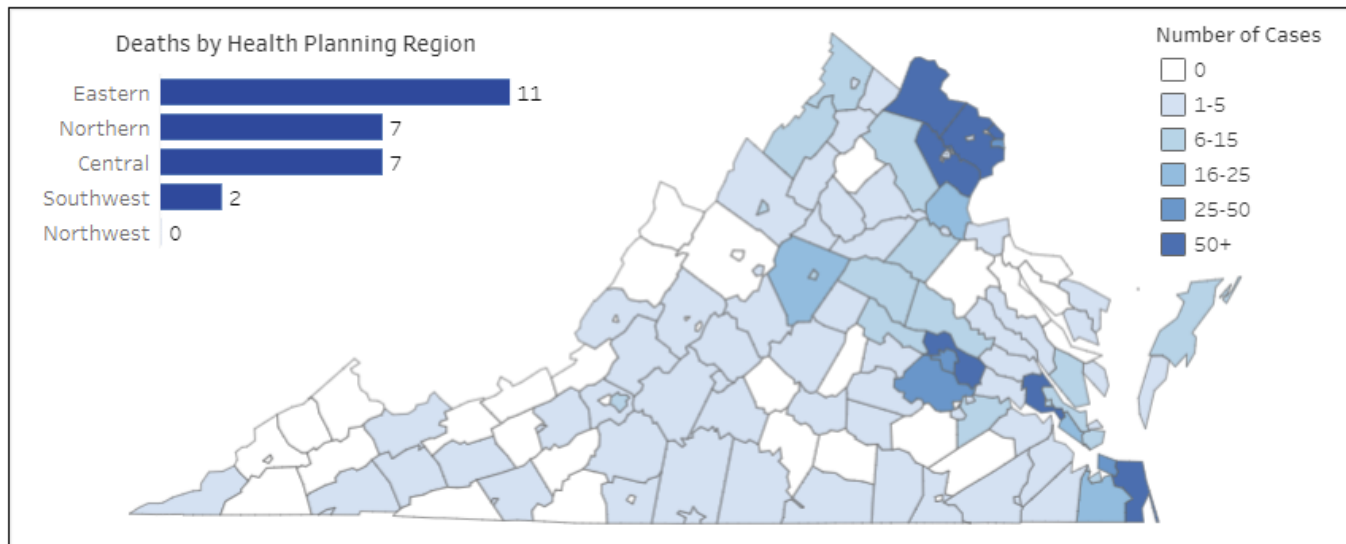
**1,250**

Total  
Hospitalizations

**165**

Total  
Deaths

**27**



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Data is from April 1, 2020

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# COVID-19 Community Actions

## Wash Your Hands! Prevent Germs From Spreading



**1.** Wet your hands

**2.** Soap up



**3.** Wash for 20 seconds

**4.** Rinse hands



**5.** Dry hands

**6.** Turn water off with a towel



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# COVID-19 Community Actions

## WHAT IS SOCIAL DISTANCING?

Everyone must do their part to help flatten the curve and **STOP THE SPREAD** of Coronavirus (COVID-19), and that starts with social distancing. This means remaining out of congregate settings, avoiding mass gatherings, and maintaining distance (approx. 6 feet) from others when possible.



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**VIRGINIA'S HEALTH IS IN YOUR HANDS.  
DO YOUR PART TO STOP THE SPREAD.**  
MORE INFO AT [VDH.VIRGINIA.GOV/CORONAVIRUS](https://vdh.virginia.gov/coronavirus)



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# COVID-19 High-Risk Population

- ★ 65 or older
- ★ Lung Disease
- ★ Heart Disease
- ★ Diabetes
- ★ Cancer Treatment



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# Public Health COVID-19 Response



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# Public Health COVID-19 Response



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# Public Health COVID-19 Response



# Public Health COVID-19 Response



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# Public Health COVID-19 Response



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# Public Health COVID-19 Response



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# Public Health COVID-19 Future

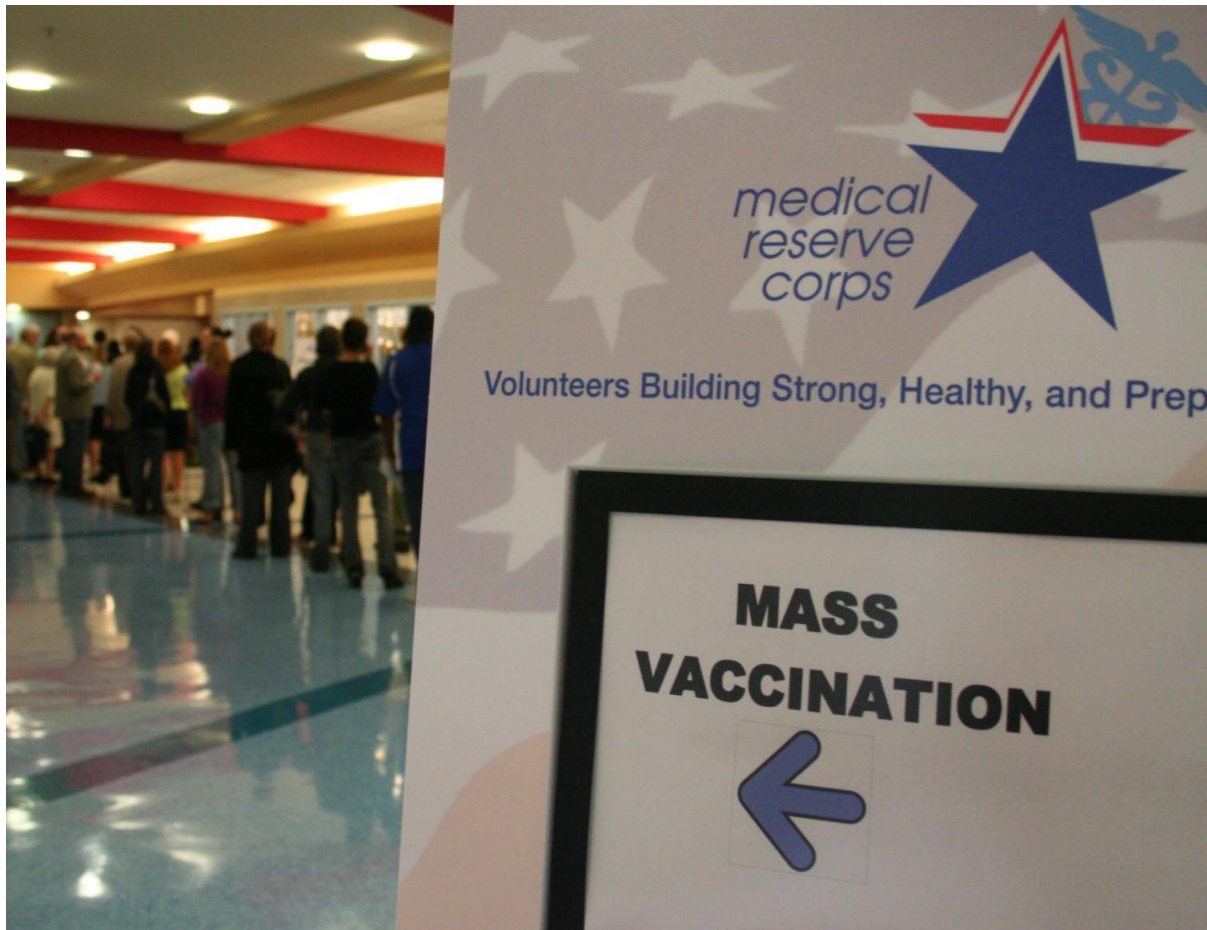


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# Public Health COVID-19 Future



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**FREE**  
**H1N1 FLU SHOTS**  
**VISIT YOUR**  
**HEALTH DEPARTMENT**

**ADKINS**  
CITY COUNCIL

# Public Health COVID-19 Future



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# Why volunteers?

- ★ Limited workforce
- ★ Skills
- ★ Caring
- ★ Expand Capacity
- ★ Support & Medical



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# Who is needed?

- ★ Level of Care
- ★ Type
- ★ Location
- ★ Quantity
- ★ When



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# VA MRC Volunteer Membership



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# Healthcare Professionals

- ★ Physicians
- ★ Physician Assistants
- ★ Nurse Practitioners
- ★ RNs & LPNs
- ★ Nurses Aides
- ★ Pharmacists
- ★ Mental Health Professionals

- ★ Dentists
- ★ Veterinarians
- ★ Vet. Techs, and Assistants



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# Non-medical Support

- ★ Teachers
- ★ Clergy
- ★ Social Workers
- ★ Interpreters
- ★ Office & IT
- ★ Telecommunications



★ **Everyone** has something they can offer to the MRC!

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# MRC Member Expectations

- DO NOT self-deploy
- Complete training
- Respond to alert notifications
- Be dependable
- Maintain current information
- Requirement - Commitment
- Represent the MRC

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***Do NOT respond to any  
emergency unless requested and  
officially deployed by MRC.  
If you self-deploy, you will be  
removed from the Corps and be  
held liable for any actions.***

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# Public Communication

As a representative of VDH,  
DO NOT talk to the press without  
notifying the Public Information Officer  
on site or your MRC Unit Coordinator.

**When in doubt ASK!**

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# HIPAA

As a volunteer performing duties for VDH, you will have access to the protected health information (PHI) of our patients/clients. The fact that an individual is or was a patient/client of VDH is PHI.

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# Liability Coverage

While they are acting under the direction of VDH, and within the course and scope of their assigned emergency and disaster response activities, MRC volunteers are eligible for the same liability protection available to state employees. MRC and CERT volunteers "shall enjoy the protection of the Commonwealth's sovereign immunity to the same extent as paid staff."

<http://www.vdh.virginia.gov/mrc/legal/>

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# Who has access to your info?

- Managed by MRC Coordinators, Emergency Coordinators and State Volunteer Coordinator
- Health department staff on need to know
- When you registered, you agreed to allow us to share your information if necessary for deployment

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TRAINVA - [www.train.org/virginia](http://www.train.org/virginia)



The TRAIN Virginia learning management system is designed to improve public health workforce and MRC volunteer competencies and to provide access to Virginia and national public health educational sources.

**[www.train.org/virginia](http://www.train.org/virginia)**

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# TRAINVA - [www.train.org/virginia](http://www.train.org/virginia)

- ★ Pursue the training needed to be confident in the field.
- ★ Take training that interests you when you are available.
- ★ Complete training plans for specific teams
- ★ CEUs are provided for some courses
- ★ You have access to your training records
- ★ Go to TRAIN via your VVHS account
- ★ Do NOT create a TRAIN account

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# Training To Complete Now

- ★ Incident Command System IS-100.C
- ★ National Incident Management System IS-700B
- ★ Introduction to Mental Health Preparedness or Psychological First Aid
- ★ Epidemiology courses

<http://www.vdh.virginia.gov/mrc/training/>

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# Volunteer: Test Test

[Dashboard](#) > [Volunteers List](#) > [Test Test](#)

[Overview](#)

[Contact Info](#)


[Credentials](#)

[Additional Info](#)

[Training](#)

[Deployments](#)

[Summary](#)

 [PDF Training Summary](#)

## Training Account Information

Volunteer does not currently have an active TRAIN-VA account.

TRAIN Virginia User ID:

n/a

[Create Train VA Account](#)

TRAIN Virginia MRC Assignment:

n/a

[Send Request to Change Your MRC Unit](#)

FEMA Student ID (SID) Number:

n/a

[Submit Request for a FEMA Student ID](#)

VDH Volunteer Start Date:

[Find More information on Volunteer Training](#)

## Competencies

Below is a list of the competencies and the dates you completed each:

Blood Borne Pathogens:

--

Mass Dispensing Overview:

--

Blood Pressure Measurement :

--

Mental Health Preparedness -  
Psychological First Aid:

--

Certified VDH Vaccinator:

--

National Incident Management  
System (IS 700):

--

Epidemiology Investigation:

--

Personal Preparedness:

--

Incident Command System (IS 100):

--

Shelter Operations:

--



# How are we activated?

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# Activation

- ★ Volunteer request received
- ★ Volunteers are contacted through VVHS Alert system and requested to sign up for a role and/or shift
- ★ Additional information/instructions will be sent to approved volunteers via an additional alert or email

# Alert Notification

An alert is issued each time we have a volunteer request and can include:

- Community outreach activities, special training, notification drills and emergencies
- If you don't respond, you might get the same alert again.

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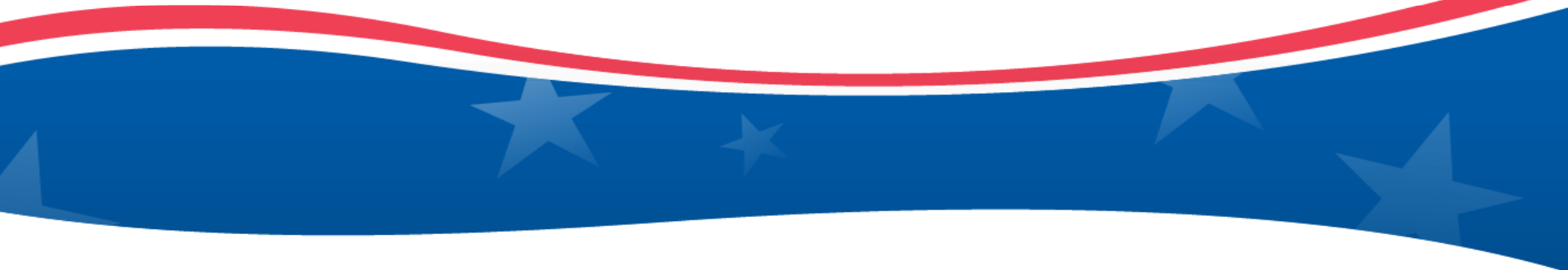
# Alert Classifications

- ★ COMMUNICATION – Newsletter
- ★ AWARENESS – Head Up
- ★ READINESS – Available IF needed
- ★ ACTIVATION – You Are Needed
- ★ EMERGENCY – Declared Emergency
- ★ DEACTIVATION – Stand Down

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# **Virginia Volunteer Health System**

**[www.vamrc.org/vvhs](http://www.vamrc.org/vvhs)**

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# VVHS: [www.vamrc.org/vvhs](http://www.vamrc.org/vvhs)

Secure | <https://vvhs.vamrc.org/?fw1pk=1>

Search, Star, Print, Full Screen, Close

[Home](#) [Volunteer](#) [FAQs](#) [Contact Us](#)

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Welcome To The Virginia Volunteer Health System

## Welcome

The Virginia Volunteer Health System (VVHS) is a web-based information, alerting and credentialing system used by local Medical Reserve Corps Coordinators and health districts for the management of medical and support volunteers who desire to support public health emergencies and daily public health activities in Virginia.

[Register as a New Volunteer](#)

Please sign in if you are an existing member or returning to complete your volunteer application.

Need Help?

- [? Frequently Asked Questions](#)
- [✉ Contact Us](#)

Please Sign In

jfreeland

.....

[Sign in](#)

[Trouble Logging In?](#)

Please do not register again if you are already a MRC volunteer and are experiencing difficulty with your username or password. Instead, contact your coordinator via [Contact Us](#).

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# You in the Virginia Volunteer Health System

Collapse Menu 

 Dashboard

 Alerts

 Deployment Report

 Training Report

## Dashboard

Dashboard

### Your Recent Alerts

You have not been sent any alerts in the past 90 days

  
My Account


 0  
Alerts

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Collapse Menu 

 Dashboard

 Alerts

 Deployment Report

 Training Report

## Volunteer: | **SUPER star VOLUNTEER**

[Dashboard](#) > [Volunteer List](#) > [Robin Boothe](#)

Overview

Contact Info

Credentials

Additional Info

Administration

Training

Deployments

Settings



### SUPER star VOLUNTEER

Member Since: 05/03/2011

MRC Volunteer Level: Level 2

Medical/ESAR-VHP Level: Level 1

DHP Licenses:

Number: -----  
Occupation: Registered Nurse  
Expires: 05/31/2019

District: Portsmouth

Phone:

Email:

MRC Badge Issued: 05/26/2012

Application Status:

Last Modified:


Modified By:


Username:

Date of Birth:

 Deployments 49


 Total Alerts 204


 Available 113


 Unavailable 45

 Response Rate 77%

 Security Emails:

 Username

 Password

 Security Question

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Personal Information

Edit

Name: Zeus Freeland

Maiden Name:

Date of Birth: 06/21/2000

What district would you like to serve? Central Office

What localities would you like to serve? 

- Richmond City Capital

Primary Email:

Secondary Email:

Gender: M

Race: Not Stated

## Personal Information

[Cancel](#)

\* Name:

Zeus

optional

Freeland



\* First

Middle

\* Last

Suffix

Maiden Name:

\* Date of Birth:

06/21/2000



\* Primary Email:

j

If you do not have an Email account, please  
enter: [vvhs.alerts@sitevision.com](mailto:vvhs.alerts@sitevision.com)

Secondary Email:

\* Gender:



Female



Male

\* Race:

Not Stated

[Save](#)

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\* Primary Phone:

(999) 999-9999

Home - Primary ▼

Secondary Phone:

(666) 666-6666

Home - Secondary ▼

 Save

## Phone and Text Alerts

 Cancel

The number entered below will be used for receiving phone and SMS text messages for emergencies, exercises and other important information. In addition to phone and SMS text messages, an email notification will be sent. Note: SMS charges may apply. See carrier details.

Phone Number

(888) 888-8888

Phone Type

Home - Primary ▼

Messages



Both



Phone/Voice



SMS Text

 Remove

(666) 666-5555

Cellular - Primary ▼



Both



Phone/Voice



SMS Text

 Remove Add Phone

*Acknowledgment that message and data rates may apply based on carrier and individual cell phone plans was completed on 11/16/2016 at 9:43 AM.*

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# License and Certifications

## License & Certification

[Edit](#)

### Licensure

[Q DHP License Check](#)

Credential Type	License Number	State	Issuing Organization	Expiration
Drivers License	224809615	VA	DMV	05/31/2012
Healthcare License	0001066567	VA	Virginia Department of Health Professions	05/31/2019

### Current CPR & Life Support certifications

Certification Type	Issuing Organization	Expiration
Basic Life Support	American Heart Association	05/31/2020

 **Verified**

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# Responding to an Email Alert

Jennifer Freeland,

Volunteers needed to help with Special Olympics Virginia Healthy Athletes Center. Special Olympics is the largest global public health organization dedicated to serving people with intellectual disabilities. Special Olympics Virginia is seeking volunteers to help provide screenings and education for athletes.

[Please click here to confirm receipt and select your availability.](#)



Thank you for volunteering to protect Virginia's health!

Regards,  
Kate Bausman  
Richmond City Medical Reserve Corps and Clinical Linkages Coordinator  
Virginia Volunteer Health System

Email: [richmondcity@vamrc.org](mailto:richmondcity@vamrc.org)  
Phone: (804) 205-3730

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# Responding to an Email Alert

## Email Message:

**WHAT:** MRC Orientation for new volunteers

**WHEN:** Thursday, June 7 from 6:30 to 8:30 PM

**WHERE:** Fairfax County Health Department, 10777 Main Street, 3rd floor, Fairfax, VA 22030

**HOW:** Registration: TRAINVa Course Code [1041920](#)

**Additional Information:** [IS 100](#), [IS700](#) - are two other training requirements and can be completed online (please forward your certificates of completion to [HDMRC@FairfaxCounty.gov](mailto:HDMRC@FairfaxCounty.gov) once you have completed the course).

If you have any questions or concerns, please do not hesitate to contact me directly at [hdmrc@fairfaxcounty.gov](mailto:hdmrc@fairfaxcounty.gov).

## Category:

Training

I'm Available For This Event

I'm Not Available For This Event

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# Responding to an Email Alert

## Event Choices

Available	Location	Locality	Date	Time	Roles	Volunteers Needed
<input type="checkbox"/>	TC Williams HS	City of Alexandria	6/27/2018	2:00 PM to 5:00 PM	Registered Nurse	2
<input type="checkbox"/>	Alexandria Elem	City of Alexandria	6/28/2018	2:00 PM to 5:00 PM	Registered Nurse	2

I'm Available For The Selected Events

I'm Not Available For Any Of These Events

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# Other than email...

- If you answer the phone, you can choose 1 for available and 2 for unavailable.
- You can NOT respond availability via text, so please be sure to check your email.

You will always receive VVHS MRC phone messages from the same phone

#804-864-7200.

Save it in your contacts.

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# I'm AVAILABLE

- ★ Qualified
- ★ Personally, Physically, & Emotionally READY
- ★ Can make the commitment



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# Right for the Request

- ★ Understand nature of the request
- ★ Best practice standards and within your training and expertise



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# Not Right NOW!



- ★ Sometimes us !!
- ★ To empathetic ??
- ★ Life events are chaotic right now ??
- ★ Assignment to assignment without a break

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**It's  
OK  
to Say NO!**

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# When you go...

- ★ Voluntary
- ★ Represent the MRC, always wear ID badge and MRC shirt
- ★ Follow directions/instructions provided by email and from supervisor onsite
- ★ Sign in and sign out to document hours
- ★ Job Action Sheets & Just-In-Time training are provided in emergency response

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# Best Laid Plans...

- ★ Change constantly
- ★ To hurry up and wait
- ★ Flexible
- ★ Rewarding work, but stressful and tiring



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# Benefits of Saying YES

- ★ Lifelong friendships
- ★ Knowing you made a difference



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# What will you learn today?

- ★ Understand MRC purpose and mission
- ★ Overview of public health and emergency response related to COVID-19
- ★ Understand volunteer roles, responsibilities and protocols
- ★ Understand volunteer & training systems
- ★ Next steps

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# What's Next?

- ★ Approved Application
- ★ Background Investigation
- ★ Identification
- ★ Online training
- ★ Mobilization
- ★ Demobilization



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# Thank YOU

for choosing to volunteer with the  
Virginia MRC!

We look forward to serving with you to  
protect the health of Virginia!

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# Roll Call!

Email your unit coordinator

Subject:

**"I attended orientation.**

**VA MRC Rocks!"**

Include First and Last Name

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